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efficiency report generator, wherein storing is carried out using the second entry code;  
logic configured to receive a call statistic from a communication switch;  
logic configured to store the call statistic as a second entry of the database of the efficiency report generator;  
logic configured to process the first and second entries of the database of the efficiency report generator to generate a first efficiency parameter; and  
logic configured to generate an efficiency report incorporating the first efficiency parameter.

2. (Original) The efficiency report generator of claim 1, wherein storing the call statistic as a second entry of the database of the efficiency report generator is carried out using the second entry code that is associated with the efficiency report generator.
3. (Original) The efficiency report generator of claim 1, further comprising:  
logic configured to receive a second work statistic of a second operator from a second computing element, wherein the second work statistic is generated by the second computing element using a third entry code that is associated with the second computing element;  
logic configured to translate the third entry code into the second entry code that is associated with the efficiency report generator; and  
logic configured to store the second work statistic as a third entry of a database of the efficiency report generator, wherein storing is carried out using the second entry code.
4. (Original) The efficiency report generator of claim 3, further comprising:  
logic configured to process the first and third entries of the database of the efficiency report generator to generate a second efficiency parameter; and  
logic configured to generate the efficiency report incorporating the second efficiency parameter.

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5. (Original) The efficiency report generator of claim 4, wherein storing the call statistic as a second entry of the database of the efficiency report generator is carried out using the second entry code that is associated with the efficiency report generator.
6. (Original) The efficiency report generator of claim 1, further comprising:  
means for receiving a second work statistic of a second operator from a second computing element, wherein the second work statistic is generated by the second computing element using a third entry code that is associated with the second computing element;  
means for translating the third entry code into the second entry code that is associated with the efficiency report generator; and  
means for storing the second work statistic as a third entry of a database of the efficiency report generator, wherein storing is carried out using the second entry code.
7. (Currently Amended) A method of generating an efficiency report, the method comprising:  
obtaining a set of switching statistics from a database of a communications switch;  
obtaining a set of work statistics of at least one operator in a call center; and  
generating an efficiency report by integrating the set of switching statistics to the set of work statistics;  
wherein generating the efficiency report comprises translating a first entry code of a first database to a second entry code of a second database.
8. (Original) The method of claim 7, further comprising:  
generating a call-related quantity-parameter from the set of switching statistics;  
generating a call-related quality-parameter based on the set of work statistics of the at least one operator; and  
generating the efficiency report by integrating the call-related quantity-parameter with the call-related quality-parameter.

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9. (Original) The method of claim 8, wherein the communications switch is a POTS switch located in a telephone central office, and wherein the set of switching statistics comprises telephone call statistics contained in the database of the POTS switch.
10. (Original) The method of claim 9, wherein the efficiency report includes at least one of a work volume information, a work time information, and a work scheduling information.
11. (Original) The method of claim 7, wherein the communications switch is a packet switch in a data network, and wherein the set of switching statistics comprises switch usage information contained in the database of the communications switch.
12. (Original) The method of claim 11, wherein the efficiency report includes at least one of a work volume information, a work time information, and a work scheduling information.
13. (Original) The method of claim 7, wherein the communications switch is a server of a client-server data network, and wherein the set of switching statistics comprises switch usage information contained in the database of the communications switch.
14. (Original) The method of claim 13, wherein the efficiency report includes at least one of a work volume information, a work time information, and a work scheduling information.
15. (Canceled).
16. (Original) The method of claim 7, wherein generating the efficiency report comprises interpreting a first entry code of a first database and translating the interpreted result into a second entry code of a second database.

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17. (Original) An efficiency report generator stored on a computer-readable medium, the system comprising:

computer-readable code that configures the system to receive a first work statistic of a first operator from a first computing element, wherein the first work statistic is generated by the first computing element using a first entry code that is associated with the first computing element;

computer-readable code that configures the system to translate the first entry code into a second entry code that is associated with the efficiency report generator;

computer-readable code that configures the system to store the first work statistic as a first entry of a database of the efficiency report generator, wherein storing is carried out using the second entry code;

computer-readable code that configures the system to receive a call statistic from a communication switch;

computer-readable code that configures the system to store the call statistic as a second entry of the database of the efficiency report generator;

computer-readable code that configures the system to process the first and second entries of the database of the efficiency report generator to generate a first efficiency parameter; and

computer-readable code that configures the system to generate an efficiency report incorporating the first efficiency parameter.

18. (Original) The system of claim 17, wherein storing the call statistic as a second entry of the database of the efficiency report generator is carried out using the second entry code that is associated with the efficiency report generator.

19. (Original) The system of claim 17, wherein the communication switch is a POTS switch located in a telephone central office, and wherein the call statistic comprises a telephone call statistic contained in a database of the POTS switch.

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20. (Original) The system of claim 18, wherein the first work statistic is at least one of a work volume information, a work time information, and a work scheduling information.

Regards,

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**Number of Pages (Including This Cover Sheet): - 6 - Page(s)**  
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